STATEMENT OF WORK

I.   PURPOSE

The purpose of this Enterprise-Wide, multiple award, Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract is to acquire Information Technology Support Services for the Social Security Administration's (SSA) mission oriented information technology (IT) business functions and initiatives. The contractor shall provide all services under this contract in accordance with the terms and conditions of their subsequent contract.

II.   BACKGROUND

The agency is responsible for administering one of the Nation's largest entitlement programs – the Old-Age, Survivors, and Disability Insurance program. We also administer the Supplemental Security Income program, which provides financial support to aged, blind or disabled adults and children with limited income and resources.

We anticipate that the principal business functions of the agency will increase over the next decade due to the influx of over 70 million baby boomers. Because workloads in most critical areas will increase, we will continue to rely heavily on increased automation to provide high quality services to the public's changing needs, delivered more efficiently, faster and at lower cost. We will continue to modernize our systems, particularly in the internet environment to achieve agency goals and objectives.

We are committed to improving productivity and customer service quality through technical innovation. Our deployment of state-of-the-art hardware and software will provide our employees with the tools to deliver excellent customer service to citizens. In addition to being able to implement service improvements and processing, our systems must be able to reply swiftly to legislative changes.

The hardware and software technologies from which we will be able to choose to reengineer and to build the future information systems architecture, present a major challenge.   The challenge is how to select, apply, and control evolving hardware and software components at a reasonable price while meeting the changing information systems requirements of the agency and the citizens it serves.

Under the multiple-award contracts, contractor services will include providing information technology (IT) services to support, including, but not limited to, our Systems Development Life Cycle (SDLC) in support of our mission critical goals and objectives, especially those activities related to the continued and expanded use of IT products and services. The primary customers of these services are our component offices responsible for the maintenance,

development, and evolution of our IT and telecommunications capabilities, as well as other offices that perform programmatic functions impacted by these capabilities.

This SOW will provide services to multiple programmatic areas within the agency who use the agency's IT infrastructure. The programmatic areas include, but are not limited to, the Office of Budget, Finance, Quality, and Management, Office of Communications, Office of Disability Adjudication and Review, Office of Human Resources, Office of Operations, Office of Retirement and Disability Policy, and the Office of Systems.

III.   SCOPE

Provide the expertise, technical knowledge, IT support personnel, and other related resources necessary to support the following areas:

A. Lifecycle activities for software improvement and web/interface;
B. Database and data administration;
C. Software engineering and management support; and
D. Systems administration and systems security support.

IV.   TASKS

[Note: The Government will define *specific* requirements at the individual task order level.]

The contractor shall:

A. Lifecycle activities for software improvement and web/interface

- Provide lifecycle activities for software improvement and web/interface design including, but not limited to: planning, business process/application analysis, requirements definition, design alternatives, user-centered design, development, testing/validation, user-centered testing, accessibility compliance testing, integration, implementation, deployment, and training.

- Provide application and business planning, analysis, requirements, application design, development, testing, maintenance, and validation support for the Agency's programmatic, administrative, business intelligence, and strategic analysis software applications. Implementation of the requirements will drive the need for software engineering support for the development, optimization, and upgrade of the agency's programmatic, administrative, and management information software applications.

Note: Ensure all deliverables and modifications are compliant with agency policies (including Section 508). Prepare all deliverables in accordance with SSA's Software Process Improvement Guidelines, the Project Resource Guide

(PRIDE)[1], and all of the other agency standards, guidelines, procedures, and architectures for mainframe, local, and distributed applications, as well as the Section 508 and Institute of Electrical and Electronics Engineers standards. The Contractor shall adhere to the agency's data naming and definition conventions, screen formats, source code language, and automatic source code generators. The agency will provide the contractor with applicable material (e.g. policies, guidelines, procedures, etc.) at the task order level for those areas where standards may vary given the specific requirement(s). The agency provides all other applicable material (e.g. policies, guidelines, procedures, etc.) at the contract level under Section D - Contract Documents, Exhibits and/or Attachments.

B. **Database and data administration**

- Provide technical database and data administration support across multiple platforms. This includes the following platforms, but not limited to: z/OS, WebSphere, UNIX, and Windows. Note: Ensure all work is compliant with PRIDE. These architectures, standards/guidelines may include, but are not limited to: the use of CICS, COBOL, ALC, Java, SAS, Structured Query Language (SQL), Oracle PL/SQL, CA-IDMS, DB2, DB2 UDB for Multi-platforms (UNIX hosted DB2), Microsoft SQL Server, Microsoft SharePoint Server, Oracle, and SSA data naming and definition conventions.

- Use relational database technology for all new development projects. Note: Resources under this requirement shall have expertise in the areas of data warehousing, content management, stored-procedure programming, SQL programming, database migration and Web-based database access.

- Provide analytical and technical data administration and repository support. Note: Resources under this requirement shall have the ability to function in an environment in which repository-generated components run to develop, test, debug, and migrate through the SDLC, repository-generated, or developed application components.

C. **Software engineering and management support**

- Assist the agency in all aspects of software engineering management. The Contractor must assist SSA in planning for the integration of systems into the cooperative processing architecture and establishing a baseline and controlling changes within each system.

- Provide support to the agency's software engineering community, users of the Enterprise Software Engineering Facility (ESEF) and the production

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[1] PRIDE is the agency's web-based guide for project managers and project teams. It is designed to aid in the planning and execution of project lifecycle activities and is the repository for Project lifecycle models; Activities and work products; Work product templates and procedures; Policies and directives; Project management resources; and Standards and guidelines.

infrastructures, which include the Management Information Services Facility, Document Management Facilities, and Programmatic Processing Facility. The ESEF is a general-purpose multi-platform computer facility dedicated to the interactive development, testing, validation and maintenance of the agency's programmatic and Admin/BI software systems. There are eleven general areas of support:

- o CICS Internals and Generations
- o Mainframe, Unix, and LAN Applications Engineering & Management Support
- o Networking on Multiple Platforms
- o Performance Analysis, System Monitoring, and Tuning
- o Quality Control
- o Software Release, Evaluation, and Problem Resolution
- o Systems Security and Access
- o IWS/LAN, Unix, and Intranet/Internet Security
- o Tool Market Research, Evaluation, Integration, and Support
- o Help Desk
- o Version Management

D. Systems Administration and Systems Security support

- Provide technical server support and maintenance across multiple platforms including, but not limited to: z/OS, WebSphere, UNIX, and Windows.

- Provide systems administrative technical support for WebSphere on z/OS, UNIX, and on Windows platforms, and for each of the Operating Systems platforms. Contractor support may include, but not be limited to, the following types of activities:

  - o Installing, configuring, administering, and troubleshooting z/OS , Windows, Solaris/UNIX 8, 9, and 10 (or currently supported versions) operating systems and troubleshooting Solaris/UNIX hardware and software and taking corrective action
  - o Performing daily network and systems administration tasks
  - o Performing user administration for development, validation, and tools users
  - o Providing support for application developers
  - o Installing, administering, and troubleshooting WebSphere servers (WAS 5.1 and WAS 6.1 or currently supported versions) on a Solaris/UNIX platform

- Provide systems security and engineering support including, but not limited to, the following activities:

  - o Performance analysis/system monitoring, and tuning;
  - o Quality control support to the software engineering community;

- o Participate in the validation of software changes;
- o Participate in the evaluation and implementation of metrics tools to access software quality control adherence;
- o Perform updates to quality control procedure documentation;
- o Participate in ongoing software security projects;
- o Participate in testing of new versions of security and access control software;
- o Review and revise security and access control reports pertaining to users, their access privileges and the use of resources;
- o Provide assistance to application developers with IWS/LAN and intranet/Internet security procedures and resource/data access problems;
- o Provide assistance to application developers with integrating security into SSA's applications for the IWS/LAN and the intranet/Internet;
- o Design and development of IWS/LAN and intranet/Internet to mainframe security systems; and
- o Provide continuous and responsive Help Desk support, problem resolution, and software consultation to the user of the various engineering and production facilities.

V. **CONTRACTOR COMPETENCIES/EXPERIENCE REQUIREMENTS**

Provide support, of which the aggregate personnel have diverse knowledge, skills and experience. The government will identify specific skill sets at the task order level. The future marketplace will dictate any additional skills, knowledge, and experience the agency may require.

In addition to the technical skills required in the contract, the contractor's management team and employees shall provide administrative and management skills to plan, organize, lead and provide quality deliverables in a timely manner. Due to the anticipated volume of task orders placed under the contract, it is crucial the contractor's personnel be able to keep up with the number of project s under the task order without sacrificing the quality of the deliverables.

Labor Categories and Qualifications

The labor categories described in Attachment 1 - Contract Labor Categories and Qualifications, represent the Government's best estimate of the types and kinds of personnel required for successful contractor performance. Note: The Government reserves the right to negotiate with the contractor to add labor categories to the contract to acknowledge changes in the future marketplace.

VI. **PLACE OF PERFORMANCE**

Individual task orders will define the place of performance for each requirement awarded under this contract. However, in general, the contractor shall perform the necessary services called for by this contract *primarily* at the contractor's location(s). On a limited basis, agency requirements may dictate that contractor personnel perform services at the agency's headquarters buildings (e.g. Main Complex buildings, National Computer Center, National

Support Center (Urbana, Maryland), Second Support Center (Durham, North Carolina)) and other surrounding satellite buildings located in Woodlawn, Maryland.

Note: The Government does not intend to establish stand-along offices (see Section VIII, Government-furnished property (GFP)) for contractor personnel at any agency location. The contractor place of performance location(s) shall be located within the 48 contiguous United States; unless otherwise waived by the agency due to the nature of services required for successful performance. The agency will not pay mileage or work time for contractor personnel (to include subcontractor personnel) to travel to or from agency headquarters locations for routine meetings and work sessions. Contractor personnel (to include subcontractor personnel) response time to requests for virtual meetings, conference calls, and other technical assistance called for in the task order shall not exceed 2 hours.

In addition, the Government may assess the contractor place of performance location(s) to determine any associated risks, and to determine resources required to establish and support the computing platform, related IT infrastructure, and telecommunications resources necessary to perform the work of the contract.

VII.   **PERIOD OF PERFORMANCE**

Note: This contract includes multiple periods of performance applicable at either the contract level, or individual task order level. (See also Sections [INSERT SECTIONS] for FAR clause 52.216-18, Ordering (OCT 1995), FAR 52.216-22, Indefinite Quantity (OCT 1995), FAR 52.217-8, Option to Extend Services (NOV 1999), and FAR 52.217-9, Option to Extend the Term of the Contract (MAR 2000))

Ordering Period: The Contracting Officer may place task orders against this contract for a period up to and including 10 years from the award date of this contract (if all options are exercised). The ordering period of performance to issue task orders is as follows:

- Ordering Period [Base] – 01/02/2017 – 09/28/2018
- Ordering Period [Option Period I] – 09/29/2018-09/28/2020
- Ordering Period [Option Period II] – 09/29/2020-09/28/2022
- Ordering Period [Option Period III] – 09/29/2022-09/28/2024
- Ordering Period [Option Period IV] – 09/29/2024-09/28/2026
- Option to Extend Services per FAR 52.217-8 (Exercised any timeframe within contract ordering period for up to 6-months of services.)

Task Order period of performance for services: Individual Task Orders placed under this contract will specify periods of performance for services. Note: Task Orders

placed under this contract may be for services defined as "severable[2]," or "non-severable[3]."

VIII.   <u>GOVERNMENT-FURNISHED PROPERTY</u>

The Government will provide GFP[4], to include property that is *incidental* to the place of performance, when the contract requires contractor personnel to be located on a Government site or installation, and when the property used by the contractor within the location remains accountable to the Government. Items considered incidental to the place of performance include, for example, office space, desks, chairs, telephones, computers, and fax machines.

The Government will provide space for on-site conferences/meetings between agency personnel and contractor personnel to facilitate performance of individual Task Orders. The Government will provide the contractor computer equipment and office software normally used by agency personnel to perform work if required for the individual task order(s). Other than GFP, to include property that is *incidental* to the place of performance, the Contractor shall ensure that all contractor personnel working on a task order have the equipment, software and tools routinely used in industry to accomplish their assigned tasks.

Note: The Government may provide GFP for most, if not all, of the hardware and software resources under computing platform, related IT infrastructure, and telecommunications. Therefore, the Government reserves the right to conduct periodic audits of the contractor place of performance location(s) (as referenced under Section VII above) for this contract in order to survey and inventory GFP, as well as to assess the status of deliverables and project performance. The contractor shall maintain an inventory accounting system for GFP. The contractor shall provide the COTR with a current GFP inventory list of items to be surveyed one week prior to the performance of a GFP inventory audit. The inventory list must specify, as a minimum: product description (make, model), Government tag number, date of receipt, name of recipient, location of receipt, current location, and contract/task order number under which the GFP is being used.

(See Sections C - Contract Clauses, and Terms and Conditions, for clauses applicable to GFP.)

IX.   <u>GOVERNMENT-FURNISHED INFORMATION</u>

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[2] "Severable" services as used herein mean services that are continuing and recurring in nature. (2008, Published: 13Th February, Download, Http://bit.ly/1N8Vjcf, and Http://goo.gl/rgtc2. *Principles of Federal Appropriations Law, Volume 1, , 2004, Office of the General Counsel, U.S. General Accounting Office, 2004* (n.d.): n. pag. Web.)

[3] "Non-severable" (or "entire") services as used herein mean services that constitute a specific, entire job or single undertaking with a defined end-product that cannot feasibly be subdivided for separate performance. (See citation for "Severable.")

[4] GFP, as defined by FAR 45.101.

The Government will provide certain information classified as government-furnished information[5] (GFI) relevant to the specified tasks, as the agency deems appropriate at the task order level. Information classified as GFI, or otherwise obtained through performance may require contractor personnel to sign confidentiality and non-disclosure agreements. The provisioning and coordination of GFI is the responsibility of each task order's respective COR (or Task Manager as appropriate), and will be defined in the documentation provided with each individual task order.

X.   HOURS OF OPERATIONS AND CONTRACTOR PERFORMANCE

The Government will specify the hours of operation for contractor performance at the task order level. (See also Section C clauses for SSA Building Closures, and Observance of Legal Holidays and Administrative Leave)

XI.   DELIVERABLES/DELIVERABLES SCHEDULE/REPORTS

Submit all deliverables and other written reports to the COTR (and Task Manager(s) as appropriate) in an electronic format using the medium (e.g. Excel, Word, Power Point, etc.) specified at the contract-level and task order-level on the date and time specified. All deliverables and other written reports produced under this contract remain the property of the Government. Treat all deliverables and other written reports as "sensitive but unclassified," and ensure appropriate markings (e.g. proprietary information herein, contractor bid or proposal information herein, etc.) appear in the legend. Unless otherwise specified, all deliverables and other written reports shall contain appropriate restrictions (e.g. encryption password, permission and editing restrictions, digital signature, etc.) commensurate with the information therein. Lastly, the contractor shall implement effective document management for all deliverables and other written reports to include version control and comment resolution such that each release has clear inventory of comments that were accepted or rejected as part of the version.

Contract-level reports

- Monthly Electronic Technical Progress Report (eTPR) by Task Order: Submit a Monthly eTPR for each task order to the COTR, and each Task Manager on or before the 15th calendar day of each month. This collection of reports will be used to document the status, progress toward completion, accomplishments, opportunities, problems, resources used during the reporting period, and any contractor recommendations. Distribute the report(s) electronically via email, by SharePoint, or other specified mutually agreed to form of delivery specified by the COTR.

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[5] GFI, as defined in this contract, means technical information or data the Government furnishes to a contractor, or the contractor otherwise obtains through performance, in support of an agency contractual requirement for the incorporation of GFI or specific agency characteristics into the contractor's deliverable end item. GFI includes, but is not limited to, third-party proprietary technical data or computer software, manuals, drawings, and test data, to be provided to the contractor that require additional controls to monitor access and distribution (e.g., technical specifications, system specifications, maps, building designs, system schedules, etc.), as determined by the agency at the task order level as applicable.

Each eTPR shall contain the following information for each active task order completed during the reporting period:

1. General Information

    Include the following information in the heading of the report:

    - Title "Monthly Technical Progress Report"
    - Contractor's name
    - Contract number
    - Task Order title
    - Task Order number
    - Reporting period
    - Date report prepared
    - Person reporting

2. Task Order Status Information

    A. A narrative assessment of the contractor's progress toward completion of the task order including:

        a) Description of status and progress for each milestone and deliverable reached in the work-plan.
        b) Explanation of the reasons for any differences between planned and actual progress.
        c) Description of any unplanned accomplishments, efforts, or expenses during the reporting period.
        d) Specific accomplishments planned for the coming month.
        e) Opportunities or problems foreseen by the contractor that need to be brought to the attention of the Government.
        f) Opportunities or problems encountered and the actions taken during the reporting period.
        g) [For T&M (and LH) task orders] - Total labor hours expended on the task order including labor hours expended on the task order by labor category and labor hours expended on the task order by individual. Individuals are to be uniquely identified by name and labor category for both the Contractor and subcontractors during the reporting period.
        h) Explanation of cumulative labor hour variances from the work-plan projections of 10 percent or more.
        i) Recommendations for Government action or approval for the coming month.
        j) Contractor's Task Order Manager's comments.

    B. Task Order Update

      a) Identification of any changes to the work-plan approved by the COTR during the reporting period.

      b) Updates to progress charts identified in the work-plan.

      c) Labor hours expended during the reporting period by the Contractor and subcontractors and the variance from their work-plan projections.

      d) Labor hours by labor category expended during the reporting period by the Contractor and subcontractors.

C. Deliverables Log

      a) Identification by number and description of each deliverable outstanding or completed during the reporting period.

      b) Identification of the dates deliverables are due, were submitted, and were approved.

- Monthly Contract Summary Report/Invoice for Time and Materials Task Orders: Submit a Monthly Contract Summary Report/Invoice to the COTR, with a copy to the CO, by the 15th calendar day of each month, to provide a detailed breakdown of contract resource expenditures as well as a workload summarization. The specific content, format, and method of delivery for this collection of report(s) shall be agreed upon with the COTR prior to the due date of the first report. At a minimum, include the following information:

1. Identification of any significant issues concerning the contract or its administration needing to be brought to the attention of the Government. Note: Issues that have been previously reported and resolved need not be repeated in subsequent reports. Issues that have been previously reported and not yet reported as resolved must be updated.

2. The contractor's organizational chart to include the following information about all personnel assigned to the contract:

      a) The contractor's contract management structure and its relationship within/to the company.

      b) Each subcontractor's contract management structure and its relationship to the contractor.

      c) The chart preparation date shall appear in the upper right hand corner.

      d) For each task order, the task order name and number, the contractor task order Manager's name, and Key personnel name(s) must be indicated.

      e) For each task order, all other (non-management, non-Key) personnel assigned to the task order, including subcontractor personnel, must be indicated.

      NOTE: Beyond the initial Monthly Contract Summary Report/Invoice submitted each Contract Year (CY), subsequent Monthly Contract Summary Reports/Invoices must include part "e." of this organizational chart only when significant changes have occurred.

3. For each task order active or completed during the reporting period, indicate the direct labor categories, direct labor hours, and direct labor dollars incurred by the contractor and each subcontractor (if any) during the reporting period and from CY inception-to-date (ITD).

4. For each task order active or completed during the reporting period, indicate the direct costs incurred by the contractor and each subcontractor (if any) during the reporting period and from CY ITD.

5. Indicate and account for any variance in actual direct labor hours worked and dollars/expenses incurred, versus direct labor hours and dollars/expenses billed/invoiced, during the reporting period. This report shall contain a separate entry for each individual, both contractor and subcontractor, by labor category, direct labor rate, and by task order. Supporting documentation shall be provided on direct labor hour and direct labor cost variances.

6. Provide CY ITD variance in actual direct labor hours worked and dollars/expenses incurred, versus direct labor hours and dollars/expenses billed/invoiced, through the reporting period. This report shall contain a separate entry for each individual, both contractor and subcontractor, by labor category, direct labor rate, and by task order and work order.

7. List personnel changes made during the reporting period and since the beginning of the CY.

8. Indicate the cumulative direct costs for each task order active or completed during the reporting period.

9. Indicate total labor hours and labor expenses expended by each individual, both contractor and subcontractor, during the reporting period. For each individual, the report will identify the labor category, labor rate(s), and Work Order(s) that identify the individual's involvement in the contract.

10. List all task orders that expired during the reporting period.

11. List all task orders that were due to expire during the reporting period for which activities are not complete.

12. List all task orders that are due to expire during the next reporting period.

13. Provide update(s) to the Contractor's Project Management Plan (including Phase-In Plan and/or Staffing Plan) that has/have been mutually agreed upon.

- Monthly Financial Planning Report for Time and Materials Task Orders: Submit a Monthly Financial Planning Report to the COTR by the last calendar day of each month. Expect modifications to the content and formatting of this report

during the life of the contract. This collection of reports provides financial planning information for the contract period specified by the COTR. This report shall include, at a minimum, the following information:

1. Show the full-time equivalents (FTEs) by direct labor category assigned to each task order. For each task order, show totals for the number of FTEs available for future task orders after the instant task order's completion. Format the list of task orders by their completion/end date and indicate the total FTEs available by month.

2. Show, by month and overall/total, the estimated value and start date of each planned task order type with a start date within that month. Show monthly and overall totals for estimated task order values.

3. For each task order issued, show the approved direct labor hours, approved cost, actual direct labor hours expended to date, actual dollar expenditures to date, direct labor hour balance, and remaining dollar balance. Show overall totals for these categories as well, and indicate which task orders have been completed.

4. Show projected/estimated balance of un-incurred/available funding for the current contract term/period based on the value of current approved/in process task orders, pending task orders, and planned funding adjustments for completed or active task orders.

5. Show by month, the estimated balance of un-incurred/available funds for projected planned task orders.

6. For each active task order, show the approved direct labor hours, actual direct labor hours, estimated-to-complete (ETC) labor hours, projected direct labor hour expenditures, variance between approved and projected direct labor hours, and percentage variance.

7. For each active task order, show the approved dollar cost, actual cost, estimated-to-complete cost, projected cost, variance between approved and projected expenses, and percentage variance.

- Weekly Task Order Status Reports: Provide, on the second workday of each week, written status reports entitled "Weekly Task Order Status Reports". One report shall be prepared for each active task order. These reports shall identify each task order and work order by number, title, SSA and contractor task order manager, SSA and contractor work order manager, start and end dates, current status, problems/concerns and planned resolutions, and planned accomplishments during the next reporting period.

- Weekly COTR Progress Review Meeting: The COTR shall meet weekly with the Contractor's PMO to review and discuss information contained in the Weekly

Task Order Status Report and the Monthly Electronic Technical Progress Report (eTPR) by Task Order, and to address Task Order performance, progress, and future directions.

- Ad-Hoc Reports: Ad-hoc reports may be requested occasionally. For the most part, these ad-hoc reports will ask for information that is already captured by the Contractor and can be reformatted for a new report.

- Monthly RAS Reports: The Contractor shall submit two Monthly RAS Reports to the COTR by the fifteenth (15th) calendar day of each month. These reports provide hours and dollars planned and expended by each Time and Materials Task Order/Task Order numbers, cross referenced to applicable RAS codes.

  The first report shall include the following information:

  - CY ITD hours and dollars planned and expended by Task Order/Work Order numbers cross-referenced to applicable RAS code.

    a. Show variance reporting between planned and expended data by hours and dollars, and by percentages.
    b. Show applicable reporting period and Task Order and Work Order titles.
    c. Show subtotals by Task Order, and program totals.

  The second report shall include the following information:

  - CY ITD hours and dollars planned and expended by RAS code cross referenced to applicable Task Order/Work Order numbers.

    a. Show variance reporting between planned and expended data by hours and dollars, and by percentages.
    b. Show applicable reporting period and RAS code titles.
    c. Show subtotals by RAS code, and program totals.

    Should any requirements or reporting tools change at the Agency for contractor hours reporting, the Contractor shall comply with and use the reporting tool in accordance with the Agency's work breakdown structure.

- Subcontracting Report for Individual Contracts: Submit a Subcontracting Report to the Contracting Officer semi-annually; this report shall be submitted electronically. The two reporting periods are October 1st through March 31st, and April 1st through September 30th. The report is due by the 30th day of the month following the close of the reporting period (i.e., April 30th for the period October 1st through March 31st; and October 30th for the period April 1st through September 30th).

- Socio-Economic Report: Submit monthly by the 15th calendar day of each month.

The report shall include the following:

- o Name and location of Subcontractor
- o Date Awarded
- o Dollars both monthly and ongoing
- o Breakdown by Status (i.e., SB, SDB, Women-owned, HUBxone, Veterna-owned and SDVOSB)

Task Order-level reports: A task order may include one or more Work Status Reports to be used as checkpoints or milestones to help the Task Managers to determine status, progress or adherence to the scope of effort. Such Work Status Reports shall be delivered to the Task Manager as required, and will not be accepted or rejected as formal deliverables. Work Status Reports may include written drafts, oral reports, meetings, informal walkthroughs, and so forth. Work Status Reports will be identified in the task order and due as mutually agreed upon between the Government and contractor task order managers.

Report Acceptance Criteria: The task order manager or designee will have the right to reject or require correction of any deficiencies found in deliverables. In the event of rejection of a deliverable, the task order manager or designee will notify the contractor in writing as to the specific reason why the deliverable is being rejected. Deficiencies (major or minor) are identified as follows:

- Major revisions include content additions and deletions, substantial reorganization of report contents including moving material into appendices and attachments, adding explanatory charts and figures, replacing several paragraphs that are poorly worded or may be misread, and similar corrections. These major corrections must be made by the Contractor within ten working days of notice by the Government.

- Minor revisions are considered essentially editorial and may be requested orally. They include such items as: typographic errors, formatting (e.g. failure to use an appropriate table of contents, lack of page numbers and dates, graphics too small to be readable), poor writing style and similar. These minor editorial corrections must be corrected by the Contractor within five working days of notice by the Government.

The COTR will require a specified number of reports to be submitted by the contractor on a weekly/monthly basis, as specified in the table below.

SUMMARY OF DELIVERABLES

Deliverable	Due Date
Work Status Reports	As Required
Monthly Electronic Technical Progress Report	15th calendar day of month
Monthly Contract Summary Report/Invoice	15th calendar day of the month
Monthly Financial Planning Report	Last calendar day of the

	month
Weekly Task Order Status Reports	4th workday of each week
Weekly COR Progress Review Meeting	Weekly
Ad-Hoc Reports	As required.
Monthly RAS Reports	15th calendar day of the month
Subcontracting Reports	Submitted electronically 30th day of the month after closing period
Socio-Economic Report	15th calendar day of the month

XII. **MONTHLY PERFORMANCE ASSESSMENT REPORTS**

The Government task order managers will record contractor performance on a *monthly* basis for any active task order in the Performance Assessment Report (PAR). The evaluation will be based on work products and/or deliverables produced during the month. In addition, the COTR will also make an independent assessment of the contractor's performance and will write a narrative report that includes the Government task order managers' monthly reports. In making the independent assessment and recommendation, the COTR will consider the following:

- Information provided by the Contractor on Monthly Financial Report by Task Order.
- Comments made by Government task order managers on their monthly PARs.
- Information conveyed to the COTR because of status meetings with the Contractor.
- Information conveyed to the COTR because of meetings with the CO and the CO's Performance Evaluation Report.
- A comparative analysis of actual cumulative direct labor hours and direct labor rates expended versus the contract's level-of-effort and the negotiated direct labor rates used to establish the contract value. Note: For T&M (and LH) task orders.
- A comparative analysis of actual direct costs plus the contractor's projected cost to complete performance versus the current contract values.
- The COTR's overall judgment of the success of the contractor's performance.
- The COTR's independent assessment will be attached to the Government task order managers suggested performance rating calculation.

Below are the areas of consideration in which the contractor's performance will be measured:

1. **Quality of Products or Services**

The PAR will contain feedback in the following areas (not all-inclusive):

- Fully understanding and complying with requirements;
- Providing the accurate, thorough and fully complete work products, deliverables, and technical support which were negotiated and expected;
- Promptly responding to work order requirements and technical direction;

- Furnishing original, creative and/or productive solutions beneficial to the agency.

2. Schedule

The PAR will contain feedback in the following areas (not all-inclusive):

- Presenting deliverables, work products, and/or technical support timely and in accordance with the negotiated schedule;
- Identifying and resolving problems and providing timely problem notification; and
- Anticipating schedule impacts and taking necessary action to benefit the Agency.

3. Cost Control (Not required for Firm-Fixed Price (FFP)).

The PAR will contain feedback in the following areas (not all-inclusive):

- Remaining within the negotiated budget for cost and labor hours;
- Keeping open communications with the Task Manager regarding burn rates;
- Being aware and proactive in remaining within budget while accomplishing all the requirements.

4. Business Relations

The PAR will contain feedback in the following areas (not all-inclusive):

- Is the contractor oriented toward the customer?
- Is interaction between the contractor and the government satisfactory or does it need improvement?
- Include the adequacy of the contractor's accounting, billing, and estimating systems and the contractor's management of Government Furnished Property (GFP) if a substantial amount of GFP has been provided to the contractor under the contract.
- Address the timeliness of awards to subcontractors and management of subcontractors, including subcontract costs. Consider efforts taken to ensure early identification of subcontract problems and the timely application of corporate resources to preclude subcontract problems from impacting overall prime contractor performance.
- Assess the prime contractor's effort devoted to managing subcontracts and whether subcontractors were an integral part of the contractor's team.

5. Management of Key Personnel

The PAR will contain feedback in the following areas (not all-inclusive):

- How well did the contractor match the qualifications of the key position, as described in the contract, with the person who filled the key position?
- Did the contractor support key personnel so they were able to work effectively?
- If a key person did not perform well, what action was taken by the contractor to correct this?
- If a replacement of a key person was necessary, did the replacement meet or exceed the qualifications of the position as described in the contract schedule?

6. <u>Resource Management</u>

The PAR will contain feedback in the following areas (not all-inclusive):

- Managing task order/work order resources effectively;
- Assigning correct personnel with the skills and experience required for work assignments;
- Using resources in an economic and effective manner;
- Assigning lower labor category resources to replace departures, if possible.

Note: The Government will utilize the same evaluation ratings and definitions as those found in Tables 42-1, and 42-2, of FAR 42.1503. in addition, the PARs referenced herein will be used to generate the post award evaluation of contractor performance. (See Sections C - Contract Clauses, and Terms and Conditions, for clause 2352.42-1.)